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Docket No.: SBL0001US

September 5, 2006

Mail Stop Amendment
COMMISSIONER FOR PATENTS
P. O. Box 1450
Alexandria, VA 22313-1450

Re: Applicant(s): Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: System and Method for Multi-Channel Communication Queuing
Serial No.: 09/823,590
Examiner: Li B. Zhen
Docket No.: SBL0001US
Filed: March 31, 2001
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page, in duplicate);
- (3) Response to Non-Final Office Action (30 pages).

- ☒ No additional fee is required.
☐ The fee has been calculated as shown below:

CLAIMS AS AMENDED

| | Claims Remaining <u>After Amendment</u> | | Highest No. Previously <u>Paid For</u> | | Present <u>Extra</u> | <u>Rate</u> | Additional <u>Fee</u> |
|--|--|-------|--|---|-------------------------|-------------|--------------------------|
| Total Claims | 20 | Minus | 20 | = | 0 | x \$50.00 | \$ 0.00 |
| Independent Claims | 3 | Minus | 3 | = | 0 | x \$200.00 | \$ 0.00 |
| <input type="checkbox"/> Fee for Extension of Time (1 month) | | | | | | | \$ 0.00 |
| <input type="checkbox"/> Fee for | | | | | | | \$ 0.00 |
| <u>Total additional fee for this Amendment:</u> | | | | | | | \$ 0.00 |
| <input checked="" type="checkbox"/> | Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested. | | | | | | |
| <input type="checkbox"/> | Please charge our Deposit Account No. 502306 in the amount of | | | | | | \$ 0.00 |
| <input checked="" type="checkbox"/> | Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306. | | | | | | |
| Total: | | | | | | | \$ 0.00 |

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 5, 2006.

Attorney for Applicant(s)

Date of Signature

Respectfully submitted,

Samuel G. Campbell, III

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: System and Method for Multi-Channel Communication Queuing
Serial No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2614
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, Texas
September 5, 2006

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated June 2, 2006, having a shortened statutory period expiring on September 2, 2006. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification or Drawings are presented in this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.